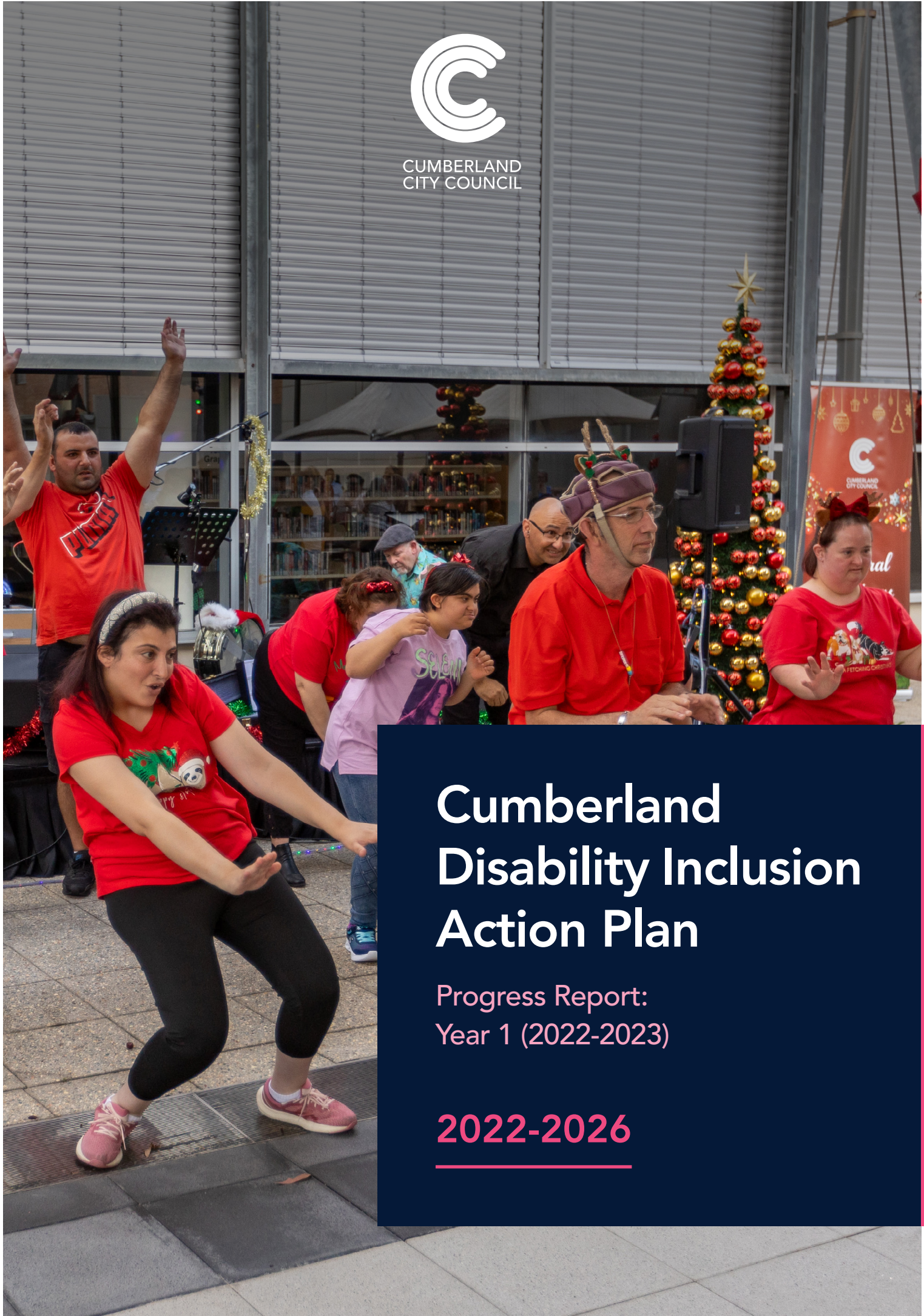




CUMBERLAND
CITY COUNCIL



Cumberland Disability Inclusion Action Plan

Progress Report:
Year 1 (2022-2023)

2022-2026

Contents

| | |
|---|----------|
| Introduction | 4 |
| Progress Overview | 5 |
| Key Highlights | 6 |
| Action Plan | 8 |
| Progress Against Focus Areas | 8 |
| Focus Area 1: Positive Attitudes & Behaviours | 10 |
| Focus Area 2: Liveable Communities | 18 |
| Focus Area 3: Employment | 24 |
| Focus Area 4: Systems & Processes | 26 |



Introduction

The *Cumberland Disability Inclusion Action Plan (DIAP) 2022 - 2026* was adopted by Council on 2 November 2022 following engagement with over 3,337 stakeholders across Cumberland.

The DIAP is a whole of Council plan which provides a strategic framework to plan for, respond to and identify the barriers that prevent people with disability from fully accessing Council services, facilities, programs and information. The Plan focuses on 12 strategies with 53 actions to be implemented across Council over four years.

The Plan was developed in line with the legislative requirements under the Disability Inclusion Act 2014 (DIA) and consists of four focus areas to be actioned over the four years.

Council's Seniors & Disability Services is responsible for driving the implementation of the plan in collaboration with other departments of Council, Council's Access Advisory Committee, residents and local service providers.

FOCUS AREA 1:

Positive Attitudes & Behaviours

Council encourages positive and inclusive staff behaviours, and a whole of community attitude to people with a disability. We champion behaviours that respects and embraces diversity and difference within our community.

FOCUS AREA 2:

Liveable Communities

Council contributes to and advocates for a liveable and welcoming Cumberland, where community places, neighbourhoods and facilities promote health, happiness and wellbeing and contribute to social connectedness. This includes important liveability factors such as housing design, transport access, community recreation, universal design and social inclusiveness.

FOCUS AREA 3:

Employment

Council maintains its commitment to equal employment and workplace opportunities and the ongoing commitment to reducing barriers for current and future employees to remain and thrive in the workplace.

FOCUS AREA 4:

Systems & Processes

Council encourages a culture of continuous improvement and inclusion to provide easy access to Council information, services and facilities. We provide opportunities for the community to actively participate and partner with Council to improve our decision making and service delivery.

Progress Overview

17

out of the 55 actions have either been completed or commenced implementation during Year 1.

12

actions are in progress with 19 actions not yet commenced.

7

actions have been identified for implementation in 2024, Year 2 of the plan.



Key Highlights

Some of the key highlights from the implementation of the DIAP in Year 1 include:






- The establishment of Council's staff DIAP committee has strengthened the commitment of the organisation as a whole to implement the actions and strategies of the plan. The Committee provides direct accountability to all departments across Council in ensuring we imbed the actions and strategies of our DIAP into our service delivery plans. This improves access and equity for people with disability in our community.
- A competition was held to promote and draw attention to Cumberland Council's DIAP and the prize was tickets to a Theatre show based on the story of a young man with disability.
- An accessible swing has been added to the Master Plan for Granville Park upgrade and will be included in all Master Plans moving forward.
- Council engaged a consultant to conduct and audit on amenities in 2023 as part of developing a Draft Public Amenities Action Plan to enhance equitable use and female friendly facilities for implementation in 2024.
- Council re-opened the newly refurbished Wentworthville Pool which includes a beach entry in the 25 metre pool and a platform lift in the 50 metre. There was also an upgrade to the amenities for accessible change rooms with a hoist added. Providing an accessible and enjoyable venue for people with a disability in the community and confidence that they will be able to access the amenities with no issues.
- National Disability Insurance Scheme (NDIS) Early Childhood Support information desks were established across all of Council's eight library branches from October - December 2023. The sessions provided parents of children with disability the opportunity to have easy access to information and support and to develop the skills children need to take part in daily activities and achieve the best possible outcomes in their lives.
- Participants of Council's Disability Program spent several months learning and practicing a performance which they showcased at the Mayoral Christmas Party. This gave people with disability an opportunity to learn new skills, feel valued, showcase their skills and impacted positively on attitudes.
- Primary Schools within the Local Government Area (LGA) were invited to bring children with additional needs to participate in a day of inclusive sports such as wheelchair football and netball. This provided children with disability the opportunity to connect through sport and additionally provided young adults volunteer opportunities to work with children with additional needs.
- The Granville Centre Art Gallery hosted We Are Studio on Friday, 20 October 2023 from 10am - 3pm. We Are Studios is an inclusive creative studio that breaks down barriers by creating space to thrive. Established by people with disability, for people with disability. Their mission is to empower artists with disability to establish and maintain a thriving and sustainable creative practice. The group participated in a guided exhibition tour of The Great Granville Garden Show and creative workshop.
- Accessible Events training was held by an external training provider to staff across relevant departments within Council. Through this training staff have commenced work on an accessible events guide inclusive of a checklist for implementation in 2024. This will improve and enhance accessibility of Council events and programs for people with disability.
- Easy Read Training was held for staff to enable more Council information to be translated into Easy Read format increasing access to information for people with disability.



Action Plan

Progress Against Focus Areas

Key to traffic light status symbols:

-  Scheduled for implementation in 2024
-  Not commenced
-  In Progress
(Some progress made to date; further action required)
-  On Track
-  Completed



FOCUS AREA 1:

Positive Attitudes & Behaviours



| Strategy | Action | Status | Progress Update/Key Achievements |
|---|--|--------|---|
| 1.1 Improve capacity of Council staff to identify, understand and deliver inclusive practices | 1.1.1 Undertake a review of the level of understanding and specific training needs required by staff across the organisation. | | No Update in Year 1 |
| | 1.1.2 Provide disability awareness induction, training and support programs for staff and volunteers including annual disability awareness training for existing staff and volunteers. | | Face to face training was provided to staff on Council's DIAP Steering Committee to strengthen their knowledge and enhance the work being done with the DIAP. Online training was rolled out to all staff across Council in December 2023. This increased awareness of challenges faced and how these are relevant to all departments across council and to staff in their individual roles. Volunteer training is scheduled for implementation in 2024. |
| | 1.1.3 Incorporate disability awareness information into the Councillor Induction and Training Program for newly elected representatives. | | No Update in Year 1 |



| Strategy | Action | Status | Progress Update/Key Achievements |
|---|--|--------|--|
| 1.1 Improve capacity of Council staff to identify, understand and deliver inclusive practices | 1.1.4 Continually review, improve and deliver Council's community engagement framework to ensure participation by people with disability and their carers in all public participation programs including the development and delivery of Council plans and strategies. | | <ol style="list-style-type: none"> Council uses QR codes on most of our consultation promotional collateral (about 80%, project dependent). This enables community members to read material on the Have Your Say website, where it can be translated into their preferred language as required, and also use our accessibility widget (implemented 2022). Council's accessibility widget appears on every page and moves as people scroll. It provides features such as: <ul style="list-style-type: none"> • bigger text, • links highlighted, • better contrast, • dyslexia friendly font, • more visible cursor, • different alignment of text • different colour saturations (high, low, desaturated) and • other options |





All these are controllable by the user and can be reset at any time.





Of the engagement sessions facilitated this year, here is an overview of accessibility provisions:


- 5 sessions (approx. 6%) were offered as an online option.
- 23 sessions (approx. 30%) were in a booked venue (hall, library, school) that was accessible with onsite seating.
- 32 sessions (approx. 40%) were pop ups in outdoor venues such as parks and town centres.
- Activations such as Diwali and Merrylands Civic Square opening were set up to allow optimal access and flow through the marquees.
- One consultation (Heritage Planning Proposal) offered bookable one on one sessions for community members who had difficulties understanding the material to have personal discussion time with planners.



| Strategy | Action | Status | Progress Update/Key Achievements |
|----------|---|--------|--|
| 1.1 | Improve capacity of Council staff to identify, understand and deliver inclusive practices | 1.1.5 | <p>Annually deliver a professional development program for education and care and frontline staff to meet the needs of children and families with disability. Annually deliver a professional development program for education and care and frontline staff to meet the needs of children and families with disability.</p> <p> No Update in Year 1</p> |
| | | 1.1.6 | <p>Regularly promote Council's Engaging Translators and Interpreter Guidelines and the Relay Service available to staff to promote awareness and use of these services</p> <p> <ol style="list-style-type: none"> Promoted internally through Council's Staff Newsletter bi-annually, the Telephone Interpreting Service (TIS) guide and work procedure to improve access to information and services for people with disability from culturally & linguistically diverse backgrounds. Community Development Team has regularly provided updates to the Community Service Sector of the TIS (services). Council also uses other translator resources to translate documents or provide on the spot translation for Diverse Communities. The team also encourages the use these resources and make programs and services more accessible and inclusive which extends accessibility for people with disability across Community Organisations. Developed and circulated a Community Language Aid, a resource of internal staff and languages spoken to assist with community members who contact Council who speak a language other than English, this improves access to information and services for people with disability from culturally & linguistically diverse backgrounds who contact Council for information. </p> |

| Strategy | Action | Status | Progress Update/Key Achievements |
|----------|---|--------|--|
| 1.1 | Improve capacity of Council staff to identify, understand and deliver inclusive practices | 1.1.7 | <p>Assign a staff Disability Champion within Cumberland City Council to develop and implement an Inclusion Committee within Council made up of employees across departments and oversee the DIAP implementation.</p> <p> <ol style="list-style-type: none"> The establishment of the committee has strengthened the commitment of the organisation as a whole to implement the actions and strategies of Council's DIAP. The Committee provides direct accountability to all departments across Council in ensuring we imbed the actions and strategies of our DIAP into our service delivery plans. This improves access and equity for people with disability in our community. </p> |
| | | 1.2 | <p>Continue to develop partnerships which promote and raise awareness of inclusive practices</p> <p> <ol style="list-style-type: none"> Council established Access Committee made up of nominated community representatives. This committee provides PWD and representatives the opportunity to raise concerns, discuss related topics, guide the implementation of Council's DIAP by advising on priorities. The Access Committee meets quarterly. </p> |
| | | 1.2.1 | <p>Convene the Cumberland Access Committee and promote awareness amongst staff, volunteers and residents</p> <p> <ol style="list-style-type: none"> Council provided sponsorship to the Fédération International de Powerchair Football Association (FIPFA) for the Powerchair Football World Cup held on 15 – 20 October 2023 at Sydney Olympic Park. By sponsoring and assisting the event, people with disability were provided the opportunity to attend or represent at the event. It also showcased the ability of people with disability to the public enhancing positive attitudes and decreasing stigma. Family Financial Wellbeing Day (FFWD) which served as Council's Anti-Poverty Week event, the Community Development Team consulted and co-designed this event in partnership with community stakeholders who deliver direct service to those with a disability. These members include: <ul style="list-style-type: none"> Gig Buddies (Aylin Yildiran) ADSI (Aynalem Tessema) Woodville Alliance (Sarah Nehme) These local community stakeholders were able to inform Council on appropriate activities that are inclusive for those with a disability. </p> |
| | | 1.2.2 | <p>Continue to work with key community organisations, advocacy groups and government agencies and deliver initiatives to promote access and inclusion.</p> <p></p> |

| Strategy | Action | Status | Progress Update/Key Achievements |
|---|--|---|---|
| 1.2 Continue to develop partnerships which promote and raise awareness of inclusive practices | 1.2.3 Support businesses and community organisations to implement and promote inclusive practices through membership with the Zero Barriers project. |  | 1. Council continued membership with Zero Barriers in 2022/2023. Encouraged local businesses to review access to their businesses and implement changes to improve access where required to remove barriers. Promoted accessible businesses within the community. |
| | 1.2.4 Support Council's access and inclusion objectives through the procurement and tendering process including asking suppliers and partners about their commitment and practices with regards to access and inclusion. |  | 1. Draft Terms & Conditions have been written to be incorporated into Council's Tendering & Procurement processes to have suppliers acknowledge their commitment and ensure their practices align with our DIAP objectives. This is due for finalisation and implementation in 2024. |
| | 1.2.5 Provide accessibility support in the rollout of the Cumberland City Council community grants program. |  | 1. The Community Development Team provides support in several ways to cater for diverse applicants such as group information sessions, one-on-one support, two-on-one support, feedback in verbal and in writing. This support is delivered both online and/or face-to-face at the location of the applicant's choosing which enables people with disability to access community grant opportunities. The team also held 'Grant Advisory Desk Sessions' to provide face to face support where required. 2. The Community Grants Application form includes a section asking the responder to consider disability access and how they will cater for someone who is diverse, this ensures the activities funded are accessible for people with disability and from those from diverse backgrounds increasing the accessible of the projects funded for people with disability. |
| 1.3 Improve capacity of Council staff to identify, understand and deliver inclusive practices | 1.3.1 Developing Council publications reflective of our diverse community e.g. images of people with disability in Council publications and promotional material. |  | No Update in Year 1 |

| Strategy | Action | Status | Progress Update/Key Achievements |
|---|--|---|--|
| 1.3 Improve capacity of Council staff to identify, understand and deliver inclusive practices | 1.3.2 Increase the delivery of public campaigns and activities that highlight inclusion and recognize the rights and contribution of people with disability in our community in Council's publications all year round focusing on both physical and non-physical disabilities. |  | 1. Council has focused on increasing the positive news stories and contribution of PWD on Council's website and socials. All related special celebrations International Day of People with Disability (IDPWD), Carers Week, Social Inclusion Week, Harmony Day, Helping Hand Program, DIAP and DIAP Steering Committee have been included in internal and external communications. 2. DIAP Competition - Council ran a competition to promote and draw attention to Council's DIAP and gave away tickets to a Theatre show based on the story of a young man with disability. 3. Community Development Team shares public campaigns of this nature to our community services sector, specifically work in the disability sector, through our many avenues of communication such as during networking opportunities, interagency meetings, and through our e-group information sharing platform. 4. Community Development Team has raised awareness of organisations to use Easy Read methods, to inform complex and challenging information to the community. 5. Council has shared the availability and collection points of the Sunflower Lanyard – a symbol to inform people that the wearer may need additional assistance and may have an invisible disability. Sharing this has informed those with a disability or access requirements, where to retrieve these lanyards, but it also raises public awareness of what these lanyards are. 6. Work Health and Safety (WHS) ran campaigns during Safety Week to recognise and raise awareness of hidden disability in the form of mental health, this initiative supports people with hidden disability both in the workplace and when working with the public to enhance awareness and remove stigma. 7. Information share of grant and training opportunities targeting those with disability or working with people with disability including Employment Assistance Fund, Frontline Worker Disability Awareness Training, consultation on the Disability Support Pension. This platform for information share increases opportunities for people with disability in employment opportunities, training, consultation on important issues and the development of services and programs to meet needs. |
| | 1.3.1 Improve capacity of Council staff to identify, understand and deliver inclusive practices | | |

| Strategy | Action | Status | Progress Update/Key Achievements |
|---|---|--------|----------------------------------|
| 1.3 Improve capacity of Council staff to identify, understand and deliver inclusive practices | 1.3.3 Develop education initiatives to improve community awareness of the impact of behaviours which impede public access. For example, communication which highlights the impact of obstructing pathways or driveways to people with disability. | ✘ | No Update in Year 1 |



FOCUS AREA 2:

Liveable Communities





| Strategy | Action | Status | Progress Update/Key Achievements |
|---|---|--------|---|
| 2.1 Increase access to public places and facilities | 2.1.1 Undertake an audit of accessible public toilets across Cumberland to evaluate the accessibility of each toilet, including their access. | | Council engaged a consultant to conduct and audit on amenities in 2023 as part of developing a Draft Public Amenities Action Plan to enhance equitable use and female friendly facilities for implementation in 2024. |
| | 2.1.2 Undertake an audit and develop a priority plan to increase the number and distribution of accessible parking spaces across Cumberland and develop an accessible online map. | | No Update in Year 1 |
| | 2.1.3 Review current planning control for access to buildings Class 2-6 and develop a new Access & Mobility Development Control Plan (DCP). The DCP meets and exceeds the access standards set out in the Disability (Access to Premises — Buildings) Standards 2010. | | No Update in Year 1 |
| | 2.1.4 Identify priority locations to undertake pedestrian access and mobility plans to inform accessible paths of travel between major facilities and services. | | No Update in Year 1 |

| Strategy | Action | Status | Progress Update/Key Achievements |
|---|---|--------|--|
| 2.1 Increase access to public places and facilities | 2.1.5 Develop and implement a Cumberland Pedestrian Access Mobility Plan (PAMP) and ensure all new road and transport infrastructure works undertaken by Council are coordinated and in accordance with current legislation. | | No Update in Year 1 |
| | 2.1.6 Prepare and implement a Cumberland wide Pedestrian Access and Mobility Plan including an Audit of bus stops to meet Disability Discrimination Act (DDA) requirements. | | No Update in Year 1 |
| | 2.1.7 Investigate the options for an interactive map of the Cumberland LGA that provides information on access features e.g. toilets, building access, play equipment, quiet zones. | | No Update in Year 1 |
| | 2.1.8 Continuously upgrade recreational facilities (playgrounds, sports fields, golf courses, amenities, parks, etc.) to incorporate access and inclusion provisions and to meet the requirements of the Disability Discrimination Act and the relevant Australian Building and Construction Codes. | | <ol style="list-style-type: none"> The addition of accessible play equipment will now be included in all Master Plans moving forward. This will ensure that accessible play equipment is considered for all park upgrades in the future increasing the options for children and people with disability to locate a suitable park for leisure activities. Council's Ruth Street Park in Merrylands underwent an upgrade in 2023 including a new playground with inclusive play equipment. |

| Strategy | Action | Status | Progress Update/Key Achievements |
|---|---|--------|---|
| 2.1 Increase access to public places and facilities | 2.1.9 Undertake an audit of Council aquatic centres and develop a priority plan to incorporate access and inclusion provisions in priority locations and ensure compliance with accessibility standards | | 1. In 2023, Council re-opened the newly refurbished Wentworthville Pool which includes a beach entry in the 25 metre pool and a platform lift in the 50 metre, an upgrade to the amenities with accessible change rooms with a hoist available. This provides an accessible venue for people with disability to access and enjoy in the community and have confidence they will be able to access the amenities with no issues. |
| | 2.1.10 Undertake access appraisals of the Central Gardens, Holroyd Gardens and Auburn Botanic Gardens and promote as destinations for people with disability. | | 1. Appraisal undertaken. All locations have provisions for accessibility, including amenities. Further improvements can be made and will be considered as part of future upgrades. |
| | 2.1.11 Incorporate accessible play elements when renewing and installing playgrounds. | | 1. Accessible swing has been added to the Master Plan for Granville Park upgrade and will be included in all Master Plans moving forward. |
| | 2.1.12 Advocate for accessible public transport hubs and infrastructure. | | No Update in Year 1 |
| | 2.1.13 Continue to provide accessible transport to enable participation in Council programs, services and events. | | <ol style="list-style-type: none"> Council has provided accessible transport for people with disability to access programs, services and events. Council has also provided access for private users and community groups to hire an accessible bus for private or community occasions. The availability of these accessible transport options increases opportunities for people with disability to access programs and events provided by Council, other organisations and privately. Home Delivery Services: Our Libraries offer home delivery services for people with disabilities who might have difficulty visiting the library in person. |

| Strategy | Action | Status | Progress Update/Key Achievements |
|--|--|--------|---|
| 2.2 Provide programs which aim to increase social inclusion, participation and community connections | 2.2.1 Promote and support inclusion in all activities delivered by Council in community centres, youth centres, arts facilities and libraries. | | <ol style="list-style-type: none"> NDIS Early Childhood Support information desks were established across all of Council's eight library branches from October - December 2023. The sessions provided parents of children with disability the opportunity to have easy access to information and support and to develop the skills children need to take part in daily activities and achieve the best possible outcomes in their lives. Council partnered with organisations to provide information sessions on 'Getting the Most Out of Your NDIS Plan'. The sessions provided people with disability, carers and families with the knowledge and skills required to gain a better understanding of how to prepare for planning meetings and provided useful tips in maximising NDIS Plans for people with disability. Performance at Mayoral Christmas Party - Participants of Council's Disability Program spent several months learning and practicing a performance which they showcased the Mayoral Christmas Party. This gave people with disability an opportunity to learn new skills, feel valued, showcase their skills and impacted positively on attitudes. Active Inclusion Sports Day - Children & Youth - Primary Schools within the LGA were invited to bring children with additional needs to participate in a day of inclusive sports such as wheelchair football and netball. This provided children with disability the opportunity to connect through sport and additionally provided young adults volunteer opportunities worth with children with additional needs. The Granville Centre Art Gallery hosted We Are Studio on Friday, 20 October 2023 from 10am - 3pm. We Are Studios is an inclusive creative studio that breaks down barriers by creating space to thrive. Established by people with disability, for people with disability. Their mission is to empower artists with disability to establish and maintain a thriving and sustainable creative practice. The group participated in a guided exhibition tour of The Great Granville Garden Show and creative workshop. |
| | 2.2.2 Provide, resource and support education and care service for families with children with disability. | | No Update in Year 1 |

| Strategy | Action | Status | Progress Update/Key Achievements |
|----------|--|---|--|
| 2.2 | Provide programs which aim to increase social inclusion, participation and community connections | 2.2.3 | Operate quality and specialised services for people with disability that reflect the needs and requirements of people with disability |
| | |  | <ol style="list-style-type: none"> 1. Council's Cultural Cooking Program received a nomination in the 2023 Zest Awards in the category of 'Outstanding Disability Support Work'. The program provides people with disability the opportunity to enhance their independent living skills, connect with others, learn about cultural foods and develop knowledge in the area on nutrition. The award nomination was promoted both internally and externally providing opportunity to share positive stories with staff and the community. 2. 2023 National Disability Award Nomination - Council's Cultural Cooking Program received a nomination in the 2023 National Disability Awards in the category of 'Outstanding Disability Support Work'. The program provides people with disability the opportunity to enhance their independent living skills, connect with others, learn about cultural foods and develop knowledge in the area on nutrition. The award nomination was promoted both internally and externally providing opportunity to share positive stories with staff and the community. 3. International Day of People with Disability Celebrations - In celebration of International Day of People with Disability Council held a Festival of Ability - Come & Try Day which featured music, dance, crafts & sports. A Celebration Disco was also held to promote social inclusion and connection. The events provided opportunities for people with disability to try new things and connect with new people. The events celebrated ability, highlighted inclusion, community awareness and acceptance and foster valued status of people with disability in community. 4. Social Inclusion Week Events - Council hosted free events during Social Inclusion Week including Zumba and a BBQ to provide people with disability to connect, collaborate and celebrate. |

| Strategy | Action | Status | Progress Update/Key Achievements |
|----------|--|---|--|
| 2.2 | Provide programs which aim to increase social inclusion, participation and community connections | 2.2.3 | Operate quality and specialised services for people with disability that reflect the needs and requirements of people with disability |
| | |  | <ol style="list-style-type: none"> 5. Carers Week Events - Council hosted free events during Carers Week 2023, these included an information session for carers on where they can go for support, services and the importance of self-care and an evening Barn Dance event encouraging carers to come for a night off or bring the person they care for to enjoy a night out together. Supporting carers assist them in their role of caring for a person with disability which supports them to provide the best possible care and provided the person with disability to acknowledge and thank their support people. 6. Provided participants of the Lifestyle & Leisure Links Program the opportunity to attend the FIPFA World Cup, the group had admiration for their peers with disability as they demonstrated ABILITY. The group was extremely proud to experience the Power Cahir World Cup and thankful to Council for pledging their support toward the event and athletes with disability. 7. 7) Customer Service Centres at Merrylands and Auburn have counters to cater for people in wheelchairs. Contact centre has a low powered button push activated door for people with disabilities. All Community Centres have either wheelchair access ramps or are accessible by lift people in wheelchairs. |



FOCUS AREA 3:

Employment



| Strategy | Action | Status | Progress Update/Key Achievements |
|---|--|--------|---|
| 3.1 Increase access to public places and facilities | 3.1.1 Partner with Disability Employment Providers to identify options under the DIAP to increase employment outcomes for people with disability | | No Update in Year 1 |
| | 3.1.2 Implement actions from the Workplace Management Plan to improve the inclusion and professional development of employees with disability. | | No Update in Year 1 |
| 3.2 Provide volunteering and work placement opportunities for people of all abilities | 3.2.1 Identify and provide volunteering opportunities for people with disability through Council's Volunteers Program. | | 1. Council offers a range of volunteering opportunities across different departments ensuring the types of opportunities available are vast. In 2023, Council restructured the program to combine the two previously separate streams of volunteer programs (General & Seniors & Disability) with the Council volunteer program now sitting within Seniors & Disability Services. This ensures that the expertise of the team working with people with disability is embedded into processes and practices to improve the accessibility of volunteer opportunities to the community. Currently the volunteer program has 10 participants who identify as having a disability which equates to 5% of our volunteer base. |
| | 3.2.2 Provide work placement opportunities for people with disability within Council. | | 1. Provided work experience opportunities to people with disability who approached Council after not being able to access opportunities on their own due to physical access requirements not being able to accommodate. Council was able to source locations and put reasonable adjustments in place to enable participants to undertake work experience which is required as part of their studies giving them the opportunity to complete their courses. |

| Strategy | Action | Status | Progress Update/Key Achievements |
|--|---|--------|--|
| 3.3 Improve organisational capacity to support a diverse workforce | 3.3.1 Conduct regular reviews of Council's HR, recruitment and workplace practices to identify barriers for people with disability and develop strategies to address them. Include channels such as the staff engagement survey to gather information and feedback. | | 1. A review of Council's Recruitment & Selection Policy took place in November 2023 with Access and Inclusion being added to the policy. Finalisation and roll-out is set for 2024. |
| | 3.3.2 Implement Reasonable Adjustment Guidelines and practices to improve equal access to employment for people with disability and provide a committed approach to promoting the Guidelines to staff and candidates seeking employment with Council. | | 1. Council developed and implemented a workplace adjustment policy in 2017, this policy is set for review in 2024. |
| | 3.3.3 Continue to implement a Carer's Policy to reflect the Carer's Recognition Act including being committed to providing flexible working arrangements for staff with disability. | | 1. Council's Carer's Policy has been reviewed and is now included in the Leave Policy and Flexible Work Arrangements Policy enabling staff to be supported in the commitments of their personal life in their caring role. |

FOCUS AREA 4:

Systems & Processes



| Strategy | Action | Status | Progress Update/Key Achievements |
|---|--|--------|---|
| 4.1 Increase access to Council information and services | 4.1.1 Provide information in a range of accessible formats and ensure that Council's website, print material and social media is accessible. Implement the use of QR codes to improve accessibility. | | <ol style="list-style-type: none"> Addition of Speak My Language Podcasts to Council's Website - Council participated in the Speak My Language program where details and information on disability services in Cumberland were provided in seven different languages. These resources have been added to Council's website and assist people with disability from culturally & linguistically diverse backgrounds access information on the programs and services available for people with disability in the LGA. Council uses QR codes on most of our consultation promotional collateral (about 80%, project dependent). That allows community members to read material on the Have Your Say website, where it can be translated into their own language as required, and also use our accessibility widget (implemented last 2023). Council's accessibility widget appears on every page and moves as people scroll. It provides features such as: <ul style="list-style-type: none"> bigger text, links highlighted, better contrast, dyslexia friendly font, more visible cursor, different alignment of text, different colour saturations (high, low, desaturated), and other options All these are controllable by the user, and can be reset at any time. Community Engagement & Communications Teams run accessibility checks in Adobe for compliance when developing printed collateral. This ensures that PWD can actively participate in community consultations ensuring they can provide feedback & input into community decisions and designs. |
| | 4.1.2 Ensure Council's website is compliant with Web Content Accessibility Guidelines 2.1AA to ensure minimum standards of accessibility requirements (vision and hearing impaired). | | <ol style="list-style-type: none"> Council's website is compliant with Web Content Accessibility Guidelines 2.1AA ensuring minimum standards of accessibility requirements (vision and hearing impaired) are achieved. This enhances access to Council information for people with disability in the Cumberland community empowering them to stay informed and to take part in their community as they choose. |

| Strategy | Action | Status | Progress Update/Key Achievements |
|--|--|--------|--|
| 4.1 Increase access to Council information and services | 4.1.3 Develop a range of publications to promote accessible places and spaces within the Local Government Authority . | | <ol style="list-style-type: none"> Content specific to PWD added to Council's website in 2023 includes The National Public Toilet Map, Speak My Language Podcasts, Travelling on trains information & support, Accessible Places to visit. Council has also undertaken public campaigns on the Sunflower Lanyard Initiative to promote hidden disabilities. |
| | 4.1.4 Create a DIAP section on Council's external website to share news, updates and actions. Include content from Council as well as from the community. | | <ol style="list-style-type: none"> Council has a dedicated section on the website for the DIAP 2022-2026. The 2023 progress report will be made available in this location. Content specific to PWD added to Council's website in 2023 includes The National Public Toilet Map, Speak My Language Podcasts, Travelling on trains information & support, Accessible Places to visit. This provides PWD, their families and carers a place to go for easy access to information and promotes Council's DIAP and the latest news and changes within our LGA as a result of the action items implemented. |
| | 4.1.5 Develop and install signage to promote accessibility within Council's facilities for example hearing loop, braille tactile signs, Master Locksmiths Access key (MLAK) key access and include information about Council's accessibility features and services on Council's website. | | <ol style="list-style-type: none"> Hearing Loop signage at staffed Community Centres are in Braille, this supports vision impaired to be aware that a hearing loop is available. |
| | 4.1.6 Include guidance on inclusive communication in Cumberland City Council's style guides and writing guides. Make guides available for all staff. | | No Update in Year 1 |
| 4.2 Review and continuously improve Council's service delivery | 4.2.1 Undertake regular, independent reviews of Council's services and systems to identify barriers to access for people with disability. | | <ol style="list-style-type: none"> Council has an independent internal program for the review of services and processes called Continuous Service Improvement (CSI). This program used an evidence-based methodology to continually review and improve Council's services to ensure they are meeting the needs of the community, including issues of access for people with a disability. |

| Strategy | Action | Status | Progress Update/Key Achievements |
|--|---|--------|---|
| 4.2 Review and continuously improve Council's service delivery | 4.2.2 Undertake regular internal review of Council's systems and processes to identify barriers for people with disability. | ⋯ | 1. Council has an internal program for the review and improvement of systems and processes called the Business Process Management program (BPM). This program systematically works through all Council systems and processes to identify opportunities for improvements, including those that would reduce barriers for people with a disability. |
| | 4.2.3 Promote Council's DIAP outcomes to the community, ensuring use of a range of communication methods and accessible formats. | L | 1. Set for implementation in 2024 with the Year 1 report for the Disability Inclusion Action Plan 2022 – 2026. |
| | 4.2.4 Include Disability Inclusion Action Plan items in business plans for each department. | L | 1. Council has an annual business planning process that it undertakes, for 2024 departments have been advised to include action items from the current DIAP related to their business units. This will benefit people with disability by enforcing a council wide commitment to action items in the Disability Inclusion Action plan which aims to give people with disability full and equal access to facilities, programs, services and information. |
| 4.3 Develop and implement staff procedures and practices that support the implementation of access and inclusion | 4.3.1 Implement guidelines for making Council's publications and signage accessible, including 'Easy Read' publication. | ⋯ | 1. Easy Read Translation Training was provided by an external training provider to staff across relevant departments within Council. This has enabled Council to increase the number of documents available in Easy Read Format due to the reduced cost. This increases access to information for PWD. Developing Guidelines to be developed. |
| | 4.3.2 Develop an accessibility checklist for staff developing content for Council's website. | ✗ | No Update in Year 1 |
| | 4.3.3 Develop and implement training for staff to deliver better access outcomes, for example, how to use accessible technologies | ✗ | No Update in Year 1 |

| Strategy | Action | Status | Progress Update/Key Achievements |
|--|--|--------|---|
| 4.3 Develop and implement staff procedures and practices that support the implementation of access and inclusion | 4.3.4 Develop and implement accessible event management guidelines and toolkit for Council delivered events to promote access and inclusion | ⋯ L | 1. Accessible & Events training was held by an external training provider to staff across relevant departments within Council. Through this training staff have commenced work on accessible events guide inclusive of a checklist for implementation in Year 2. This will improve and enhance accessibility of Council events and programs for PWD. |
| | 4.3.5 Develop and implement training for staff delivering community engagement programs to promote access and inclusion | ✗ | No Update in Year 1 |
| | 4.3.6 Support staff with disability to attend training and professional development opportunities. | ✗ | No Update in Year 1 |
| | 4.3.7 Add DIAP action items to Council's formal reporting system allocating to specific departments within Council to provide feedback and updates | L | 1. Council has commenced development of an internal reporting platform for the actions and strategies outlined in our DIAP. The system will allow for allocating actions to specific departments and teams within Council, apply reporting requirements and track & monitor progress. The system will provide more transparency and accountability within the organisation impacting on people with disability by ensuring we undertake the strategies and actions identified to enable people with disability to have full and equal access to the facilities, programs, services and information that Council provides. |



Please leave the room set up as displayed on the sign layout below and Do Not bring any furniture from this room.
Thank you.





CUMBERLAND
CITY COUNCIL

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